Enterprise Incident Report August 2012

As of 9/4/2012

Corrections

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Corrections	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Application Support	Kim Thompson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jerri Averre	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	2 2	0 0	2 2

Corrections

			High	Low	Medium	FCR Total
Corrections	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	7 7	0 0	7 7
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	13 13	0 0	13 13
	Metro B Help Desk	Val Shepherd	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C Desktop Support	Benjamin Moore	0 0	15 1	0 0	15 1
		Ed Radke	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	3 0	0 0	3 0
		Tammy Black	0 0	42 26	0 0	42 26
		Troy Buchanan	0 0	24 11	0 0	24 11
		Assigned to Individual Total	0 0	85 38	0 0	85 38
	Metro C Help Desk	Chris Olson	0 0	8 6	0 0	8 6
		Cliff Jensen	0 0	127 126	0 0	127 126

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Corrections

			High	Low	Medium	FCR Total
Corrections	Metro C Help Desk	Reed Stohel	0 0	96 92	0 0	96 92
		Ross Owen	0 0	96 93	0 0	96 93
		Assigned to Individual Total	0 0	327 317	0 0	327 317
	Metro C Hosting	Dana McDonald	0 0	2 0	0 0	2 0
		Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	1 1	1 0	0 0	2 1
		Assigned to Individual Total	1 1	4 0	0 0	5 1
	Rural Central Desktop Support	Jay Barfuss	0 0	1 1	0 0	1 1
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Paul Petersen	0 0	11 5	0 0	11 5
		Ron LeBaron	0 0	16 13	0 0	16 13
		Assigned to Individual Total	0 0	30 19	0 0	30 19
	Rural North Desktop Support	Kim Ratushniak	0 0	19 19	0 0	19 19

Corrections

			High	Low	Medium	FCR Total
Corrections	Rural North Desktop Support	Ruston McKay	0 0	17 17	0 0	17 17
		Ryan Casey	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	41 38	0 0	41 38
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Cole Gifford	0 0	25 18	0 0	25 18
		Doug Thornton	0 0	3 1	0 0	3 1
		Julie Christensen	0 0	7 6	0 0	7 6
		Lance Nay	0 0	2 2	0 0	2 2
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	39 27	0 0	39 27
	Storage Services	Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Corrections

Corrections			High	Low	Medium	FCR Total
Corrections	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	4 2	1 0	5 2
		Assigned to Individual Total	0 0	5 2	1 0	6 2
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 1	562 458	1 0	564 459
Customer Company Total			1 1	562 458	1 0	564 459

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Corrections

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Corrections	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Application Support	Kim Thompson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jerri Averre	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0

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Corrections

			High	Low	Medium	MIR Total
Corrections	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	15 0	0 0	15 0
		Ed Radke	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	3 0	0 0	3 0
		Tammy Black	0 0	42 3	0 0	42 3
		Troy Buchanan	0 0	24 0	0 0	24 0
		Assigned to Individual Total	0 0	85 3	0 0	85 3
	Metro C Help Desk	Chris Olson	0 0	8 0	0 0	8 0
		Cliff Jensen	0 0	127 0	0 0	127 0

Corrections

Corrections			High	Low	Medium	MIR Total
Corrections	Metro C Help Desk	Reed Stohel	0 0	96 1	0 0	96 1
		Ross Owen	0 0	96 1	0 0	96 1
		Assigned to Individual Total	0 0	327 2	0 0	327 2
	Metro C Hosting	Dana McDonald	0 0	2 0	0 0	2 0
		Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	4 0	0 0	5 0
	Rural Central Desktop Support	Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Paul Petersen	0 0	11 2	0 0	11 2
		Ron LeBaron	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	30 2	0 0	30 2
	Rural North Desktop Support	Kim Ratushniak	0 0	19 0	0 0	19 0

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Corrections

			High	Low	Medium	MIR Total
Corrections	Rural North Desktop Support	Ruston McKay	0 0	17 1	0 0	17 1
		Ryan Casey	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	41 1	0 0	41 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Cole Gifford	0 0	25 2	0 0	25 2
		Doug Thornton	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	7 0	0 0	7 0
		Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	39 2	0 0	39 2
	Storage Services	Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	4 0	1 0	5 0
		Assigned to Individual Total	0 0	5 0	1 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	562 13	1 0	564 13
Customer Company Total			1 0	562 13	1 0	564 13

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Corrections	Application Services	Dustin Crump	0 0.00	5 0.18	0 0.00	5 0.18
		Martin Gonzalez	0 0.00	2 0.07	0 0.00	2 0.07
		Paul Lundell	0 0.00	1 0.97	0 0.00	1 0.97
		Tony Larsen	0 0.00	1 3.49	0 0.00	1 3.49
		Assigned to Individual Total	0 0.00	9 0.61	0 0.00	9 0.61
	Application Support	Kim Thompson	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Enterprise Security	Jerri Averre	0 0.00	1 7.43	0 0.00	1 7.43
		Assigned to Individual Total	0 0.00	1 7.43	0 0.00	1 7.43
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00

Corrections

			High	Low	Medium	ATTIR Total
Corrections	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	7 0.00	0 0.00	7 0.00
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	13 0.00	0 0.00	13 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	15 0.10	0 0.00	15 0.10
		Ed Radke	0 0.00	1 0.27	0 0.00	1 0.27
		Ken Knobel	0 0.00	3 0.09	0 0.00	3 0.09
		Tammy Black	0 0.00	42 0.19	0 0.00	42 0.19
		Troy Buchanan	0 0.00	24 0.04	0 0.00	24 0.04
		Assigned to Individual Total	0 0.00	85 0.13	0 0.00	85 0.13
	Metro C Help Desk	Chris Olson	0 0.00	8 0.14	0 0.00	8 0.14
		Cliff Jensen	0 0.00	127 0.00	0 0.00	127 0.00

Corrections

			High	Low	Medium	ATTIR Total
Corrections	Metro C Help Desk	Reed Stohel	0 0.00	96 0.02	0 0.00	96 0.02
		Ross Owen	0 0.00	96 0.03	0 0.00	96 0.03
		Assigned to Individual Total	0 0.00	327 0.02	0 0.00	327 0.02
	Metro C Hosting	Dana McDonald	0 0.00	2 0.12	0 0.00	2 0.12
		Gene McEntire	0 0.00	1 0.11	0 0.00	1 0.11
		Robert England	1 0.00	1 0.59	0 0.00	2 0.29
		Assigned to Individual Total	1 0.00	4 0.23	0 0.00	5 0.19
	Rural Central Desktop Support	Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Paul Petersen	0 0.00	11 0.58	0 0.00	11 0.58
		Ron LeBaron	0 0.00	16 0.00	0 0.00	16 0.00
		Assigned to Individual Total	0 0.00	30 0.21	0 0.00	30 0.21
	Rural North Desktop Support	Kim Ratushniak	0 0.00	19 0.08	0 0.00	19 0.08

Corrections

			High	Low	Medium	ATTIR Total
Corrections	Rural North Desktop Support	Ruston McKay	0 0.00	17 0.55	0 0.00	17 0.55
		Ryan Casey	0 0.00	5 0.31	0 0.00	5 0.31
		Assigned to Individual Total	0 0.00	41 0.30	0 0.00	41 0.30
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.71	0 0.00	1 0.71
		Cole Gifford	0 0.00	25 0.12	0 0.00	25 0.12
		Doug Thornton	0 0.00	3 0.61	0 0.00	3 0.61
		Julie Christensen	0 0.00	7 0.03	0 0.00	7 0.03
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.82	0 0.00	1 0.82
		Assigned to Individual Total	0 0.00	39 0.17	0 0.00	39 0.17
	Storage Services	Robert England	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	0 0.00	1 0.28
	Strategic Communications	Dennis Rogers	0 0.00	3 0.34	0 0.00	3 0.34
		Assigned to Individual Total	0 0.00	3 0.34	0 0.00	3 0.34

Corrections

			High	Low	Medium	ATTIR Total
Corrections	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 1.22	0 0.00	1 1.22
		Assigned to Individual Total	0 0.00	1 1.22	0 0.00	1 1.22
	Voice Operations	Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	4 0.25	1 0.21	5 0.24
		Assigned to Individual Total	0 0.00	5 0.20	1 0.21	6 0.20
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	0 0.00	1 0.10
	Assigned Group Total		1 0.00	562 0.11	1 0.21	564 0.11
Customer Company Total			1 0.00	562 0.11	1 0.21	564 0.11

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Corrections

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Corrections	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Application Support	Kim Thompson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jerri Averre	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0

Corrections

			High	Low	Medium	MR Total
Corrections	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	15 0	0 0	15 0
		Ed Radke	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	3 0	0 0	3 0
		Tammy Black	0 0	42 2	0 0	42 2
		Troy Buchanan	0 0	24 0	0 0	24 0
		Assigned to Individual Total	0 0	85 2	0 0	85 2
	Metro C Help Desk	Chris Olson	0 0	8 0	0 0	8 0
		Cliff Jensen	0 0	127 0	0 0	127 0

Corrections

			High	Low	Medium	MR Total
Corrections	Metro C Help Desk	Reed Stohel	0 0	96 0	0 0	96 0
		Ross Owen	0 0	96 0	0 0	96 0
		Assigned to Individual Total	0 0	327 0	0 0	327 0
	Metro C Hosting	Dana McDonald	0 0	2 0	0 0	2 0
		Gene McEntire	0 0	1 0	0 0	1 0
		Robert England	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	4 0	0 0	5 0
	Rural Central Desktop Support	Jay Barfuss	0 0	1 0	0 0	1 0
		Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Paul Petersen	0 0	11 0	0 0	11 0
		Ron LeBaron	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Rural North Desktop Support	Kim Ratushniak	0 0	19 0	0 0	19 0

Corrections

			High	Low	Medium	MR Total
Corrections	Rural North Desktop Support	Ruston McKay	0 0	17 1	0 0	17 1
		Ryan Casey	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	41 1	0 0	41 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Cole Gifford	0 0	25 0	0 0	25 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	7 0	0 0	7 0
		Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	39 0	0 0	39 0
	Storage Services	Robert England	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2

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Corrections

			High	Low	Medium	MR Total
Corrections	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	4 0	1 0	5 0
		Assigned to Individual Total	0 0	5 0	1 0	6 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	562 6	1 0	564 6
Customer Company Total			1 0	562 6	1 0	564 6

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Corrections

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Corrections	Application Services	Dustin Crump	0 0.00	5 0.97	0 0.00	5 0.97
		Martin Gonzalez	0 0.00	2 5.18	0 0.00	2 5.18
		Paul Lundell	0 0.00	1 2.09	0 0.00	1 2.09
		Tony Larsen	0 0.00	1 3.92	0 0.00	1 3.92
		Assigned to Individual Total	0 0.00	9 2.36	0 0.00	9 2.36
	Application Support	Kim Thompson	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Enterprise Security	Jerri Averre	0 0.00	1 7.61	0 0.00	1 7.61
		Assigned to Individual Total	0 0.00	1 7.61	0 0.00	1 7.61
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00

Corrections

			High	Low	Medium	ATTR Total
Corrections	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	7 0.00	0 0.00	7 0.00
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	13 0.00	0 0.00	13 0.00
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Metro C Desktop Support	Benjamin Moore	0 0.00	15 1.51	0 0.00	15 1.51
		Ed Radke	0 0.00	1 3.48	0 0.00	1 3.48
		Ken Knobel	0 0.00	3 0.48	0 0.00	3 0.48
		Tammy Black	0 0.00	42 0.76	0 0.00	42 0.76
		Troy Buchanan	0 0.00	24 0.75	0 0.00	24 0.75
		Assigned to Individual Total	0 0.00	85 0.91	0 0.00	85 0.91
	Metro C Help Desk	Chris Olson	0 0.00	8 0.16	0 0.00	8 0.16
		Cliff Jensen	0 0.00	127 0.00	0 0.00	127 0.00

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Corrections

Corrections			High	Low	Medium	ATTR Total
Corrections	Metro C Help Desk	Reed Stohel	0 0.00	96 0.02	0 0.00	96 0.02
		Ross Owen	0 0.00	96 0.10	0 0.00	96 0.10
		Assigned to Individual Total	0 0.00	327 0.04	0 0.00	327 0.04
	Metro C Hosting	Dana McDonald	0 0.00	2 0.12	0 0.00	2 0.12
		Gene McEntire	0 0.00	1 0.11	0 0.00	1 0.11
		Robert England	1 0.00	1 0.59	0 0.00	2 0.29
		Assigned to Individual Total	1 0.00	4 0.23	0 0.00	5 0.19
	Rural Central Desktop Support	Jay Barfuss	0 0.00	1 0.00	0 0.00	1 0.00
		Jeremy Standifird	0 0.00	1 0.32	0 0.00	1 0.32
		Jessica Purcell	0 0.00	1	0 0.00	1
		Paul Petersen	0 0.00	11 2.43	0 0.00	11 2.43
		Ron LeBaron	0 0.00	16 0.06	0 0.00	16 0.06
		Assigned to Individual Total	0 0.00	30 1.03	0 0.00	30 1.03
	Rural North Desktop Support	Kim Ratushniak	0 0.00	19 0.38	0 0.00	19 0.38

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Corrections

			High	Low	Medium	ATTR Total
Corrections	Rural North Desktop Support	Ruston McKay	0 0.00	17 0.72	0 0.00	17 0.72
		Ryan Casey	0 0.00	5 0.32	0 0.00	5 0.32
		Assigned to Individual Total	0 0.00	41 0.51	0 0.00	41 0.51
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.71	0 0.00	1 0.71
		Cole Gifford	0 0.00	25 0.14	0 0.00	25 0.14
		Doug Thornton	0 0.00	3 0.61	0 0.00	3 0.61
		Julie Christensen	0 0.00	7 0.04	0 0.00	7 0.04
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Lane Adams	0 0.00	1 0.82	0 0.00	1 0.82
		Assigned to Individual Total	0 0.00	39 0.19	0 0.00	39 0.19
	Storage Services	Robert England	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	0 0.00	1 0.28
	Strategic Communications	Dennis Rogers	0 0.00	3 8.46	0 0.00	3 8.46
		Assigned to Individual Total	0 0.00	3 8.46	0 0.00	3 8.46

Enterprise Incident Report August 2012

As of **9/4/2012**

Corrections

			High	Low	Medium	ATTR Total
Corrections	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 3.05	0 0.00	1 3.05
		Assigned to Individual Total	0 0.00	1 3.05	0 0.00	1 3.05
	Voice Operations	Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	4 0.90	1 0.21	5 0.77
		Assigned to Individual Total	0 0.00	5 0.72	1 0.21	6 0.64
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 2.11	0 0.00	1 2.11
		Assigned to Individual Total	0 0.00	1 2.11	0 0.00	1 2.11
	Assigned Group Total		1 0.00	562 0.39	1 0.21	564 0.38
Customer Company Total			1 0.00	562 0.39	1 0.21	564 0.38

Corrections

Detail

INC000000541613	Mike Hansen	Application	Error	M86			TIR Missed: Yes	7.43
	Enterprise Security	Jerri Averre	Corrections	Low	Closed		TTR Missed: Yes	7.61
INC000000553786	Deborah Oviatt	None	None	Sex Offender Notification and R			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	
INC000000555066	Debi Smith	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.20
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed		TTR Missed: Yes	6.11
INC000000555425	Curt Garner	None	None	Adobe Acrobat			TIR Missed: No	0.02
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed		TTR Missed: No	0.02
INC000000555465	Philip Miner	None	None	Microsoft Excel			TIR Missed: No	0.13
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed		TTR Missed: No	0.13
INC000000555496	Jennifer Shipman	EIS Hardware	Printer	None			TIR Missed: No	0.09
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed		TTR Missed: No	3.35
INC000000555498	Heather West	Application	Password	Novell GroupWise			TIR Missed: No	0.02
	Application Services	Martin Gonzalez	Corrections	Low	Closed		TTR Missed: No	4.42
INC000000555559	Linda Thomas	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555562	Derek Gordon	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555569	Bradley Robinson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555579	Kim Seegmiller	Application	Error	Offender Tracking			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555582	Jeff Hardman	Network	None	None			TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed		TTR Missed: No	1.81
INC000000555589	Jane Chamberlain	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed		TTR Missed: No	1.83
INC000000555614	Steve Hooley	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555641	Sharalee Boothe	None	None	ZENworks for Desktops			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000555673	Janeen Torres	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00

Corrections

INC000000555721	Daniel Harman	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Chris Olson	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000555745	William Kehl	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000555761	Kurt Umbrell	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000555810	Julie Christenson	None	None	None	TIR Missed: No	0.08
Metro C Hosting	Dana McDonald	Corrections		Low	Closed	TTR Missed: No	0.08
INC000000555833	Jerry Pope	Network	Incident	None	TIR Missed: No	0.07
Metro C Desktop Support	Troy Buchanan	Corrections		Low	Closed	TTR Missed: No	2.46
INC000000555913	Brett Nelson	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556025	Jane Chamberlain	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556041	Kevin Rutter	Application	Error	Microsoft Word	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556200	Linda Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Chris Olson	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556231	Jeremy Morse	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556259	William Boweter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556268	Donna Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556368	Cindy Walker	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556381	Sean McKane	None	None	Novell GroupWise	TIR Missed: Yes	2.01
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	2.01
INC000000556571	Clay Jensen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556577	Joshua Harris	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed: No	0.00
INC000000556591	Sean Mckane	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed: No	0.00

Corrections

INC000000556605	Jennifer Mortensen	None	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556616	Tony Johnson	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556639	Darla King	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	4.87
INC000000556701	Curt Garner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556708	Curt Garner	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556754	Kopelani Pei	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556774	Scott Christensen	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556819	Milton Potter	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556821	Paul Gray	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556828	Corey Sanchez	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556844	Lonnie Cox	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556855	Colleen Puett	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556927	Donna Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556932	Brian Hamblin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556944	Christopher M Carlton	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000556961	Steve Yeates	None	None	Novell Messenger	TIR Missed: No	0.97
	Application Services	Paul Lundell	Corrections	Low	Closed	TTR Missed: No	2.09
INC000000556976	Jerry Pope	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000557017	Darick Fisher	Application	None	Utah Department of Corrections	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557023	Bryce Degiulio	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557091	Kevin Rutter	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557119	Kent Jolley	Print/Copy/Scan/Fax	Queue	None	TIR Missed: Yes	1.07
Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	1.07
INC000000557162	Ken Shelton	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557176	Larry Chatterton	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557205	Jeff Carpenter	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557208	Larry Chatterton	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557222	Kimberly Holden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557223	Randi Juergens	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557230	Nichole Hearell	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557262	Linda Sorensen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557278	Willie Wouden	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557298	Christopher M Carlton	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557299	Kenneth Adams	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557303	Rue Larsen	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557325	Jordan Bradford	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000557367	Jeff Higginson	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557368	Ken Keller	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557400	Debra Adair	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557424	Debbie Parenzin	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557517	Angie Haifley	Application	None	Gmail	TIR Missed: Yes	1.22
Technical Lead/Project Manager	Martin Gonzalez	Corrections	Low	Closed	TTR Missed: No	3.05
INC000000557521	Paige Brady	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557528	Noelle Eldredge	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557531	Sherilyn Swensen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557545	Brent Jacobson	Application	Reporting	None	TIR Missed: No	0.11
Metro C Hosting	Gene McEntire	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000557558	Angie Haifley	Application	None	Google Chrome	TIR Missed: No	0.16
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.16
INC000000557565	Cori Price	Application	Error	PGP	TIR Missed: No	0.07
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.07
INC000000557578	Ashley Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557585	Steve Hooley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557593	Matt Fairbank	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557646	Joel White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557647	David Rentmeister	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000557655	Paige Brady	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections						

INC000000557683	Michael Ryan	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000557801	Will S Carlson	None	None	State Payroll Time Entry System	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000557841	Curt Garner	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000557850	Anthony Brown	Wireless Connectivity	None	None	TIR Missed:	Yes	1.97
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	1.97
INC000000558020	Jason Behunin	Network	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed:	No	1.44
INC000000558150	Brent Cude	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558171	Carl Muniz	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558216	Angie Stevens	Network	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.48
INC000000558217	Betty Sue Katz	Network	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed:	No	0.48
INC000000558222	Amberdee Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558224	Cori Price	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558260	William Hughes	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558418	Jeff Woodall	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558441	Jason Kim	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558462	Kurt Umbrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000558501	Jeremy Jeppson	PC/Laptop	Hardware	None	TIR Missed:	No	0.40
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	3.13
INC000000558511	Jill Savicki	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

Incident	Customer	Group	Type	Category	Product	Priority	Status		Metric	Value
INC000000558513	Wendy Miller	Application	Error		ZENworks for Desktops			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558522	Frank Thatcher III	Application	Error		ZENworks for Desktops			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558528	Christopher Schirle	PC/Laptop	Error		None			TIR Missed: No		0.13
	Rural North Desktop Support	Kim Ratushniak	Corrections			Low	Closed	TTR Missed: No		0.13
INC000000558541	Dale Schipaanboord	Application	Error		ZENworks for Desktops			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558582	Sharon Bateman	Application	Error		ZENworks for Desktops			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558617	Harvey VanKatwyk	Network	Incident		None			TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558661	Joslyn Pilling	None	None		None			TIR Missed: Yes		1.20
	Metro C Desktop Support	Tammy Black	Corrections			Low	Closed	TTR Missed: No		1.20
INC000000558662	Kent Davis	Application	None		Google Chrome			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections			Low	Closed	TTR Missed: No		2.85
INC000000558686	John Capell	None	None		Novell GroupWise			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558752	Wenda Stoker	None	None		None			TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558848	Steven Jennings	Application	None		Novell GroupWise			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections			Low	Closed	TTR Missed: No		
INC000000558899	Colby Winterton	Application	None		Novell GroupWise			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558900	Lisa Stewart	Network	Incident		None			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558901	Christina Brandom	Application	Error		Novell GroupWise			TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558912	Joseph Laney	Application	None		Gmail			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000558932	Daniel Ferron	Application	None		None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections			Low	Closed	TTR Missed: No		2.95
INC000000558947	Debi Smith	Network	Incident		None			TIR Missed: No		0.14
	Metro C Desktop Support	Tammy Black	Corrections			Low	Closed	TTR Missed: No		0.14

Corrections

Incident	Requester	Category 1	Category 2	Detail	TIR Missed		Value
INC000000558975	Tim Scott	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559068	Daniel D Caudill	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559106	Richard Whimpey	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559109	Joel White	Network	Incident	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559110	Sharon Pinkerton	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559112	Kent Jolley	Network	Incident	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559132	Ken Fischer	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559222	Michelle Bartlett	EIS Hardware	None	None	TIR Missed:	No	0.23
	Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: Yes	6.58
INC000000559229	Jane Chamberlain	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.14
INC000000559277	Mayna Myers	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559415	Harvey VanKatwyk	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559442	Tracy Dawson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559458	Kaye Houston	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559464	Joni Trujillo	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed: No	0.62
INC000000559538	Craig Warr	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559557	Colt C Carson	Application	Error	Offender Tracking	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559596	Angie Haifley	Application	None	Gmail	TIR Missed:	No	0.24
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.27

Corrections

INC000000559655	Preston Gray	None	None	None	TIR Missed: No	0.15
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000559679	Bryant Herman	None	None	Novell GroupWise	TIR Missed: No	0.38
	Application Services	Dustin Crump	Corrections	Low	Closed	TTR Missed: No	1.77
INC000000559764	Jennifer Weindorf	Telecom	Dial Tone	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Medium	Closed	TTR Missed: No	0.21
INC000000559813	Beverly Perry	Network	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559871	Daniel Gunrud	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559885	Jerame Baker	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559921	Kyle B Larson	None	None	Navision Offender and Recipien	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559930	Jane Chamberlain	Network	Incident	None	TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559940	Kristi L Brown	Telecom	Call Management	Telephone	TIR Missed: No	0.00
	Voice Operations	Leon Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559973	Jeff Hardman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000559974	Matthew Wohlforth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560002	Traci Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560016	Clinton Lund	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560041	Andy Hunt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560107	Jessica Cook	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.49
INC000000560116	Jeremy Jeppson	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560206	Robert Feland III	None	None	Business Intelligence Tool	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000560237	Julie Strickland	PC/Laptop	Error	Nero		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560278	Kent Davis	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560282	Aleata Baird	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560284	Jeff Hardman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560286	Thomas R Stafford	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560339	Reyna Cameron	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560448	Linda Goudreau	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560471	Alicia A Wright	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560475	Daniel Ferron	Application	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560479	Brent Jacobson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560516	Kurt Umbrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560555	Robert Jensen	Network	Incident	None		TIR Missed: No	0.24
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.24
INC000000560617	Kenneth J Silvester	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560648	Lyle Wilde	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560655	Patricia Goss	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560659	Ashlea Anderson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560668	Shauna Butterfield	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.99

Corrections

INC000000560673	Shauna Butterfield	PC/Laptop	Password	None		TIR Missed: No	0.13
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	2.34
INC000000560683	Aaron Douglas	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560686	Victor Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560709	Dereck Sillitoe	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	
INC000000560732	Julie Matson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560748	Bryce Degiulio	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560761	Scott Wendler	Network	Incident	None		TIR Missed: No	0.21
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.93
INC000000560762	Sharon Davis	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560766	Susan Meng	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560783	Joseph Tryon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560802	Judy Hyde	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560836	Heidi Wilcock	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560842	James Duckworth	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560869	Emroy Byington	Application	Password	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560885	James Duckworth	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560909	Matt Shebilske	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000560971	Alan H James	Network	Password	None		TIR Missed: No	0.41
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.65

Corrections

INC	Name	Category	Type	System	TIR/TTR Missed	Value
INC000000561006	Bradley Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561023	Nathan Griffiths	None	None	None	TIR Missed: No	0.87
	Metro C Help Desk	Chris Olson	Corrections	Low	Closed	TTR Missed: No	0.87
INC000000561084	Lynn C Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561128	Jordan Bradford	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561134	Blake Stewart	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561135	Jake Savage	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561222	Scott West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561258	Carolyn Price	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561315	Charles Hobbs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561389	Reyna Cameron	PC/Laptop	Hardware	None	TIR Missed: No	0.81
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.81
INC000000561394	Christine Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561402	Terri Salas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561419	Dave Ashworth	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561433	Thomas Williams	None	None	Inmate Phones	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561445	David Lowry	Application	Error	Offender Tracking	TIR Missed: No	0.18
	Application Support	Kim Thompson	Corrections	Low	Closed	TTR Missed: No	0.18
INC000000561457	Dennis Franklin	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561466	Joseph Tryon	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000561505	Jennifer Starks	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561507	Dave Ashworth	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561509	Troy Strong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561512	Ken Keller	Application	Reporting	None	TIR Missed: Yes	1.49
Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	2.62
INC000000561526	Todd Carter	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.12
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.23
INC000000561553	Richard Neeley	Application	Password	Utah System for Tracking Eligibi	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Corrections	Low	Closed	TTR Missed: No	0.02
INC000000561586	Daniel Jorgensen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.31
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	2.63
INC000000561697	Rose Nielsen	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561723	Mandy Winters	EIS Hardware	Scanner	None	TIR Missed: No	0.19
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	2.00
INC000000561735	Robert B Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561833	Ken Keller	EIS Hardware	Printer	None	TIR Missed: No	0.70
Strategic Communications	Dennis Rogers	Corrections	Low	Closed	TTR Missed: Yes	15.45
INC000000561864	Ross Williams	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Corrections	Low	Closed	TTR Missed: No	0.32
INC000000561899	Dolores Lamb	Network	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561902	Jennifer Shipman	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561935	Doug Lamping	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.31
INC000000561958	Julie Strickland	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000561971	Jason Kim	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

| INC000000562014 | Kyle B Larson | None | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562016 | Kent Demill | None | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562017 | Traci Anderson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562019 | Lonnie Cox | None | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562021 | Kay Gudmundson | None | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562025 | Katie Carver | PC/Laptop | None | None | TIR Missed: No | 0.75 |
| Rural North Desktop Support | Ryan Casey | Corrections | Low | Resolved | TTR Missed: No | 0.75 |

| INC000000562031 | Christina Curtis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562035 | Tim Scott | PC/Laptop | Performance | None | TIR Missed: No | 0.33 |
| Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.33 |

| INC000000562096 | Daniel Wardle | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562141 | Gavin Stewart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cliff Jensen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562152 | Anastacia Kluge | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | |

| INC000000562159 | Glenda Torgerson | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562175 | Michael Tenney | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000562176 | Richard Walkington | Application | Error | Novell GroupWise | TIR Missed: No | 0.25 |
| Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.38 |

| INC000000562188 | Karl Kennington | Application | Error | VIACK video systems | TIR Missed: No | 0.66 |
| Metro C Desktop Support | Tammy Black | Corrections | Low | Closed | TTR Missed: No | 0.66 |

| INC000000562223 | Brent Jacobson | Network | None | None | TIR Missed: No | 0.28 |
| Storage Services | Robert England | Corrections | Low | Closed | TTR Missed: No | 0.28 |

| INC000000562278 | Steven Jennings | Application | Error | Gmail | TIR Missed: No | 0.12 |
| Application Services | Martin Gonzalez | Corrections | Low | Resolved | TTR Missed: No | 5.93 |

Corrections

INC000000562281	Russell Tidwell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562282	Preston Kay	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562301	Jim Ingle Jr	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562304	Lynda Hamilton	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562308	Dianna Lott	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562335	Aida Woodward	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562392	Julie Matson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562410	Aida Woodward	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562435	Brian Lythgoe	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562436	Clay Yardley	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562591	London Stromberg	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562606	Robin King	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562720	Jason Reed	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562722	John Youngstrom	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562829	Connie Christensen	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000562836	Ken England	PC/Laptop	Performance	None	TIR Missed: No	0.91
	Rural South Desktop Support	Doug Thornton	Corrections	Low	Closed	TTR Missed: No	0.91

INC000000562868	Sherry Sorensen	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report August 2012
As of 9/4/2012

Corrections

Incident	Name	Type	Category	Product	TIR Missed		Value
INC000000562872	Christopher Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000562874	Justin Starr	None	None	ZENworks for Desktops	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		1.06
INC000000562882	Sherry Sorensen	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No		0.00
INC000000562961	Christopher Burgess	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000562997	Rawlin Anderson	Application	Error	Microsoft Windows 7	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563028	Richard Pearce	PC/Laptop	Password	None	TIR Missed: Yes		4.30
	Rural Central Desktop Support	Paul Petersen	Corrections	Low Closed	TTR Missed: No		4.36
INC000000563120	Cami Ford	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563177	Sharalee Boothe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563178	Richard Carlow	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563207	Shanna Marx	Application	None	Novell Messenger	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low Closed	TTR Missed: No		1.10
INC000000563235	Alan C Gardner	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: Yes		1.18
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No		1.49
INC000000563280	Colleen Jones	Application	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563335	Jeremy Poor	Application	None	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563337	Jeff Moore	Application	None	Offender Tracking	TIR Missed: No		0.08
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No		0.38
INC000000563435	Travis Adams	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563437	Adis Sabonovic	None	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No		0.00
INC000000563444	Jason K Nicholes	PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No		0.59

Corrections

INC000000563445	Troy Johnson	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.57
INC000000563446	Jeff Hardman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.37
INC000000563460	Barbara Romero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563493	Harvey VanKatwyk	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563504	Craig Bennett	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563523	Kelly Gardner	Application	Reporting	None		TIR Missed: No	0.05
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	2.10
INC000000563528	Jerrid Dockery	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563533	David Hanna	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563538	William Petersen	Network	Incident	None		TIR Missed: No	0.27
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.02
INC000000563549	Samual Bowman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563568	Harvey VanKatwyk	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563569	Harvey VanKatwyk	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563570	Harvey VanKatwyk	Network	Error	None		TIR Missed: No	0.07
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: Yes	6.36
INC000000563577	Richard Bauer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563593	Lori Knowles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563598	John Kelley	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563603	Gerit Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000563610	Terri Salas	None	None	Navision Offender and Recipien	TIR Missed: No	0.82
	Rural South Desktop Support	Lane Adams	Corrections	Low	Closed	TTR Missed: No	0.82
INC000000563618	Philip Miner	PC/Laptop	Password	None	TIR Missed: Yes	8.51
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: Yes	8.51
INC000000563633	Colleen Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563658	Michael Colebrook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563743	Craig Greenberg	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563804	Todd Dearden	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.52
INC000000563876	Terry Mackey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563894	Nels Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563913	Cletis Steele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563957	Shanalee Rolfson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000563982	Raymond Merrill	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564053	Ken Keller	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564066	David Worthington	EIS Hardware	Printer	None	TIR Missed: No	0.22
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	1.41
INC000000564069	David Worthington	None	None	None	TIR Missed: No	0.59
	Metro C Hosting	Robert England	Corrections	Low	Closed	TTR Missed: No	0.59
INC000000564130	Terry Mackey	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564140	Wayne Larson	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564280	Mark Holding	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000564313	Melissa Moore	None	None	Microsoft Word	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564330	Brandon Smalling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564331	Lori Knowles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564370	Debi Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564374	Andy Hunt	None	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564405	Dianna Lott	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564442	Steve Yeates	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564475	Rebecca Ludvigson	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564522	William Boweter	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564561	Brandon Smalling	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564564	Travis Adams	Mobile Devices	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564576	Kurt Umbrell	Network	Incident	None	TIR Missed: No	0.08
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	0.74
INC000000564615	Dianna Lott	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564806	Megan Thomson	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564809	Christian Stevens	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564826	Melissa Moore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564835	Jaime Christensen	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.49

Corrections

INC000000564865	Lonny Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564883	Lincoln Pead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564899	Trenton Wynn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564923	Ashleigh Johnston	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564957	Kevin Rutter	Application	Error	Microsoft Word	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000564973	Duane Reed	Application	None	PGP	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.73
INC000000564987	Travis Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565011	Jamie Torres	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	
INC000000565015	David Lofgran	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	
INC000000565051	Cathy Hinckley	Telecom	Dial Tone	Telephone	TIR Missed: No	0.10
Voice/Data/WAN Services	Spencer Blodgett	Corrections	Low	Resolved	TTR Missed: No	2.11
INC000000565124	Rose Nielsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565141	Nancy Hopfenbeck	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565165	Elizabeth M Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565203	Daniel Wardle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565229	Julie Matson	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565232	Laurie Carter	Network	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565251	Annette Velarde	Application	Error	Novell GroupWise	TIR Missed: No	0.57
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.57

Corrections

INC000000565321	Dave Calder	Application	Error	Navision Offender and Recipien	TIR Missed: No	0.31
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No	1.00
INC000000565334	Cody Nordell	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565354	Brennan Call	Application	Reporting	None	TIR Missed: No	0.10
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.68
INC000000565401	Laurie Reiser	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565425	Shauna Butterfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565457	Denise Gilgen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565475	Kirk Moncrief	Mobile Devices	Error	Novell eDirectory	TIR Missed: Yes	2.13
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	2.13
INC000000565488	Clara Jarvis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565497	Bobbie Brown	Application	None	Medical Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565543	Judith Wardle	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000565621	Joslyn Pilling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565628	Michael George	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565641	Sandra Fitzsimmons	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565651	Robyn Williams	None	None	None	TIR Missed: No	0.00
	Metro C Hosting	Robert England	Corrections	High	Resolved	TTR Missed: No	0.00
INC000000565747	Leslie Peterson	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565763	Rose Nielsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565816	Al Whitehorse	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000565844	Michelle Hilton	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565859	Dan Avis	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565883	Jared Beers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565921	Lee Liston	Mobile Devices	None	None	TIR Missed: No	0.08
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000565928	Zachery Nielsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565944	Don Taylor	Application	Password	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565950	Robert Branham	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565974	Russ Armstrong	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000565987	James Ondricek	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566026	Debra James	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566028	Ashlea Anderson	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566040	Raylene Payne	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566177	Glenn Smith	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566233	Chad Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566234	Kyle B Larson	None	None	Navision Offender and Recipien	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566235	Teresa Paul	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566249	Andy Billings	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000566250	Neal Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566255	Philip Miner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566257	Michael Manning	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566264	Christina Brandom	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566317	Sharon Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566319	Sharon Davis	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566359	Edward Callahan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566367	Craig Madsen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566405	Christopher Kishiyama	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566411	Christopher Kishiyama	Network	Incident	None	TIR Missed: No	0.45
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.45
INC000000566429	Lynette Ingledew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566501	Frank Thatcher III	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566507	Juliann Taylor	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566510	David Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566560	Cori Price	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566583	Jon Perry	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed: No	1.64
INC000000566590	Thomas R Stafford	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000566677	Greg Peay	None	None	Novell GroupWise	TIR Missed: Yes	3.49
	Application Services	Tony Larsen	Corrections	Low	Resolved	TTR Missed: No	3.92
INC000000566707	Craig Greenberg	Telecom	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566715	Thomas D Laursen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566749	Matthew Barrett	Application	Reporting	Inmate Phones	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566750	Charity A Anderson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Corrections	Low	Resolved	TTR Missed: No	
INC000000566761	Jon Worlton	None	None	Action Request System	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566770	Tim Hibler	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566827	Amanda V Robinson	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed: No	0.21
INC000000566829	Gina Byington	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved	TTR Missed: No	
INC000000566894	Kaye Houston	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566911	Carolyn Montilla	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566932	James Duckworth	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000566978	Jeff Macleod	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.11
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	0.26
INC000000567008	Lynn C Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567017	Lynn Walk	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	
INC000000567075	Carolyn Nordell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567078	Corrin Gibbons	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000567109	Kirk Moncrief	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567120	Rick Rasmussen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567137	Joy Hunsaker	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567147	Thomas R Stafford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567153	Suzanne Zorn	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567175	Lynette Vance	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567199	Lewis Wright	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567225	Annette Velarde	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567229	Melody Smith	Application	Error	Operations Management Syster	TIR Missed: No	0.58
Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	1.04
INC000000567233	Annette Velarde	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567237	Taska Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567246	Vida Betts	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567280	David Hanna	PC/Laptop	Error	None	TIR Missed: No	0.08
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.79
INC000000567298	Thomas R Stafford	None	None	Sex Offender Notification and Ri	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567355	James Hill	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567371	Melissa Walker	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.14
INC000000567379	Brett Stauffer	Application	Error	Sex Offender Notification and Ri	TIR Missed: No	0.43
Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	3.12

Corrections

Incident	Name	Category	Type	Product	TIR Missed		Time
INC000000567397	Kate Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567422	Kelli Foulger	PC/Laptop	None	None	TIR Missed:	No	0.03
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved	TTR Missed: No	0.03
INC000000567425	Eliza Jensen	PC/Laptop	Error	ZENworks for Desktops	TIR Missed:	No	0.72
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.72
INC000000567434	Craig Warren	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	3.30
INC000000567534	Paul Truelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567616	Adis Sabanovic	Application	Password	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567696	Martene Mackie	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567704	Martene Mackie	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567722	Todd Dixon	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567740	Linda Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567758	Jeff Tjas	Network	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567861	Danna Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567898	Keane M Janes	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567899	Keane M Janes	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567900	Frederick Arn Slagowski	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567946	Wesley D Arnoldson	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000567968	Beverly Perry	PC/Laptop	Performance	None	TIR Missed:	No	0.65
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.65

Corrections

INC000000568022	Stacy Willden	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568026	Robert Branham	PC/Laptop	Error	Google Chrome		TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568033	Colette Kramme	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568177	Judith Wardle	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.92
	Rural South Desktop Support	Doug Thornton	Corrections	Low	Resolved	TTR Missed:	No	0.92
INC000000568219	Billie Casper	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568264	Brent Cude	Network	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568290	Kevin Rutter	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568498	William Petersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568499	Harvey VanKatwyk	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568509	Josh Hensley	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.31
INC000000568511	Troy Webb	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.35
INC000000568513	Victor Alzamora	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed:	No	5.15
INC000000568517	Craig Hathenbrook	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.37
INC000000568519	Aaron Anderson	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.40
INC000000568525	Joshua Randall	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.42
INC000000568527	James Q Brierley	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.48
INC000000568531	Edward Callahan	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.52

Corrections

INC000000568533	Timothy Bartell	Network	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed:	No	0.54
INC000000568609	Amanda V Robinson	Telecom	None	Telephone		TIR Missed:	No	0.55
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed:	No	1.14
INC000000568627	Anthony Willis	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568651	Cori Price	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568687	Paul Truelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568833	Collin Nelson	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568838	Debbie Parenzin	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed:	No	3.93
INC000000568845	Ronnie Richey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jay Barfuss	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568868	Harvey VanKatwyk	Application	Error	Offender Tracking		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000568884	James Allred	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.71
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Resolved	TTR Missed:	No	0.71
INC000000568917	Marsha Surgeon	None	None	Sex Offender Notification and R	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000569006	Christopher Schirle	Application	Error	Offender Tracking		TIR Missed:	No	0.22
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed:	No	0.37
INC000000569030	Lori Turner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000569047	Valarie Cassity	Application	Error	Offender Tracking		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	
INC000000569070	Ian Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000569078	William Anderson	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000569214	Christopher Schirle	Application	Error	Offender Tracking		TIR Missed:	No	0.22
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed:	No	0.22

Corrections

INC000000569231	Michael Jennings	Network	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	
INC000000569232	Troy Kennedy	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Resolved	TTR Missed: No	
INC000000569288	Kyle B Larson	None	None	Navision Offender and Recipien		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569300	Scott West	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569303	Melissa Maxwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569311	Shanna Marx	Application	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	4.44
INC000000569337	Bryce Degiulio	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	1.40
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	1.40
INC000000569407	Stefanie Coombs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569413	Mandy Winters	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569430	Trenton Wynn	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569448	Jolayne Pilcher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569493	Craig Warr	Application	Error	Offender Tracking		TIR Missed: No	0.16
	Metro C Hosting	Dana McDonald	Corrections	Low	Resolved	TTR Missed: No	0.16
INC000000569496	Robert Nolen	None	None	ZENworks for Desktops		TIR Missed: No	0.22
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.22
INC000000569527	Darl Hamberlin	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569538	Brandon Smalling	None	None	ZENworks for Desktops		TIR Missed: No	0.26
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.32
INC000000569558	Michael Colebrook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569583	Jeff Macleod	Telecom	None	None		TIR Missed: No	0.12
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	2.34

Corrections

INC000000569604	Holly Neville	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569700	Kevin Sorensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569701	Karl Kennington	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569719	Vicki Denbow	Application	Reporting	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569739	Gloria Worthington	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569788	Ron France	PC/Laptop	None	None		TIR Missed: No	0.24
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	3.40
INC000000569830	Rupert Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569876	Dianna Lott	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569917	Gina Jones	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	
INC000000569920	Annette Velarde	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.83
INC000000569977	Shaunta Zufelt	Application	Error	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000569986	Brent Keller	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	
INC000000570088	Colt C Carson	Application	None	Offender Tracking		TIR Missed: No	0.12
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000570227	Mac Butler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000570236	Calvin Fox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000570258	Geri Miller	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000570306	Jennifer Payne	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000570310	Kim Pivonka	Application	Error	ZENworks for Desktops	TIR Missed: No	0.33
	Rural North Desktop Support	Ryan Casey	Corrections	Low Resolved	TTR Missed: No	0.33
INC000000570311	Carolyn Nordell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570325	Trudy A Overton	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570336	Jolayne Pilcher	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570399	Brent Wade	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570496	Matthew Hadley	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570550	James Garrett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570552	Catherine Gunderson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570556	Todd Hansen	Application	Error	None	TIR Missed: No	0.20
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low Resolved	TTR Missed: No	5.63
INC000000570584	Sheri Nelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570605	Milo Garcia	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570639	Arlen Welch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570653	Adrian Woodmansee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570684	Ricardo Pedroza III	Mobile Devices	Error	Droid	TIR Missed: No	0.19
	Application Services	Dustin Crump	Corrections	Low Resolved	TTR Missed: No	0.35
INC000000570955	Ross A Williams	Network	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000570994	LeeAnn Jentzsch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Resolved	TTR Missed: No	0.00
INC000000571002	Brendie Knorr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Resolved	TTR Missed: No	0.00

Corrections

INC000000571025	Barbara Hibler	None	None	None		TIR Missed: No	0.27
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	3.48
INC000000571066	Denise Fullerton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571092	Diana Mauritz	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571098	Julie Hauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571108	Neil Andersen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	2.47
INC000000571119	Anita Romero	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571174	Justin Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571217	Susan Fitzgerald	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571223	Bryson Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571298	Patricia Ebell	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571423	Al Whitehorse	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571543	Paul Gray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571552	Laurie Reiser	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.30
INC000000571557	Craig Warr	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571581	Tammy Hart	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571586	Keven Harr	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571647	Rohn C Peterson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000571651	Petty Schwemmer	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571653	Barbara Romero	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571656	Tolly Ivie	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.32
INC000000571661	Janet Welch	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571701	Heather Brady	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571705	Darla King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571709	Blitch Shuman	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571717	Jennifer Branin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571719	Joseph Laney	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571744	Christopher Kishiyama	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571746	Jeff Hermansen	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571755	Gary L Larsen	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571796	Kerry Zdunich	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571826	Sheri Nelson	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571849	Craig Burr	None	None	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571861	Robert B Powell	None	None	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000571868	Jeffrey Deleeuw	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000571940	Lexie Whitlock	Network	Incident	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low		Resolved	TTR Missed: No	0.00
INC000000571951	Reg Allred	Application	Error	Internet Explorer			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low		Resolved	TTR Missed: No	0.00
INC000000571974	Shanna Marx	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Resolved	TTR Missed: No	0.00
INC000000571980	Jill Savicki	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Resolved	TTR Missed: No	0.00